

# U3A Apollo Bay Code of Conduct

## Introduction

The ethical climate of an organisation is an essential element in establishing its credibility and furthering its mission. U3A Apollo Bay is dedicated to providing a competent and ethical service to members and undertakes to provide members with a trustworthy, fair and healthy environment where U3A Apollo Bay members feel valued and respected, and where they can make full use of their abilities, skills and experiences and participate with others to enjoy the fun of learning.

## Purpose

The purpose of this policy is to document U3A Apollo Bay's Code of Conduct for members.

## Policy

1. U3A Apollo Bay members commit to operating in accordance with this Code of Conduct and the processes that will be followed if the Code is not followed.
2. Every member of U3A Apollo Bay has the right to:
  - o Feel safe and respected.
  - o A supportive and positive learning environment.
  - o Participate in learning, social and recreational opportunities.
  - o Receive services fully compliant with U3A norms.
  - o Make a complaint and receive prompt and fair resolution thereof.
  - o Have access to guidelines, policies and procedures of the U3A.
3. Every member of U3A Apollo Bay has the responsibility to
  - o Understand and follow the Code of Conduct and other policies of the organization
  - o Care for the property and possessions of the organisation and members
  - o Respect the beliefs, needs and background of others
  - o Work cooperatively for the benefit of all members
  - o Maintain positive relationships
  - o Help create an inclusive environment
  - o Act with honesty and integrity, showing respect and courtesy to others
  - o Refrain from unreasonable behavior that constitute bullying or harassment.
  - o Treat others respectfully and without harassment in person or online
  - o Not discriminate against any member of the U3A Apollo Bay and volunteers
  - o Ensure confidentiality of personal or membership information
  - o Consider the safety of themselves and others
  - o Uphold the values and good reputation of U3A Apollo Bay.
4. The Code of Conduct applies equally to all members of U3A Apollo Bay in any U3A-related context (including classes, activities, social functions, meetings, excursions or any other U3A Apollo Bay event).
5. A breach of this Code of Conduct may result in disciplinary action.

## Procedures

1. Where a person believes they have been subject to treatment or conduct that is in breach of this Code of Conduct he/she may lodge a complaint in writing to the Secretary [u3aapollobay@gmail.com](mailto:u3aapollobay@gmail.com) or PO Box 110, Apollo Bay 3233. The Secretary will inform the President immediately of the complaint.
2. Any complaint of a breach of this Code of Conduct will be handled in accordance with the U3A Apollo Bay Grievance Policy.
3. The U3A Apollo Bay committee of management is responsible for developing and reviewing this policy and for implementing it where necessary to resolve complaints received.
4. This policy will be reviewed by April 2022.